



We record & analyze communications

CASE STUDY - Trimegah Securities, Indonesia

Trimegah Securities, Indonesia

Trimegah Securities Tbk a fully integrated securities house and one of the largest on the Jakarta Stock Exchange, in terms of trading value, volume, and frequency. Incorporated in 1990, Trimegah has built a solid reputation among the country's leading institutional clients, having acted as lead underwriter in numerous successful domestic stock and bond offerings. It has also secured a strong position in the retail sector of the Indonesian equities market through its policy of making incisive investment research available to its individual and institutional clients.



ASC telecom AG

ASC is a leading global provider of innovative solutions to record, analyze and evaluate multimedia-based communications. ASC's solutions reveal vital information, enabling companies and organizations to considerably improve their value creation: contact centers enhance customer service, efficiently deploy staff and increase productivity. Financial institutions fulfill documentation requirements, obtain legal protection and reduce costs. First responders and public safety organizations enhance reactivity in emergency situations; therefore, ASC provides an important contribution to public safety.

Trimegah Selects ASC for its 14 Branch Offices and Headquarters

Trimegah Securities, one of the largest brokerage and securities firms in the Jakarta, Indonesia stock exchange, chose ASC's MARATHON EVOLUTION recording solutions for multi-site operations all over Indonesia as well as its headquarters in Jakarta. They installed MARATHON EVO*lite* for their branch offices and the high-end MARATHON EVOLUTION XXL to handle the larger volume of communications at their headquarters. The entire system runs on just one central IAS server and was installed by ASC's partner in Indonesia, PT Global Solusi Teknologi.

The Client: Trimegah Securities

PT TRIMEGAH SECURITIES Tbk. (Trimegah) is a fully integrated securities house and one of the largest on the Jakarta Stock Exchange in terms of trading value, volume and frequency. Since its inception in 1990, Trimegah has built up its business through the ebb and flow of Indonesia's capital market, working consistently to attain its current position as a trusted and reliable local securities company.

With its advanced research and servicing capabilities, Trimegah has built a solid reputation among the country's leading institutional clients, having acted as lead underwriter in numerous successful domestic

The Challenge: Sophisticated Recording Solution with Central Administration and Control

Trimegah needed to replace its former recording solutions from another vendor and find one better suited solution for its far flung operations throughout Indonesia. The old system worked on multiple servers and was poorly adapted to the company's Linux OS environment.

A more dependable, fail-safe solution was needed to meet compliance and regulatory requirements, as well as transaction verification, for a prominent financial institution. Centralized search-and-replay and archiving were a must in order to combine and analyze results from all branch offices at Trimegah's headquarters.

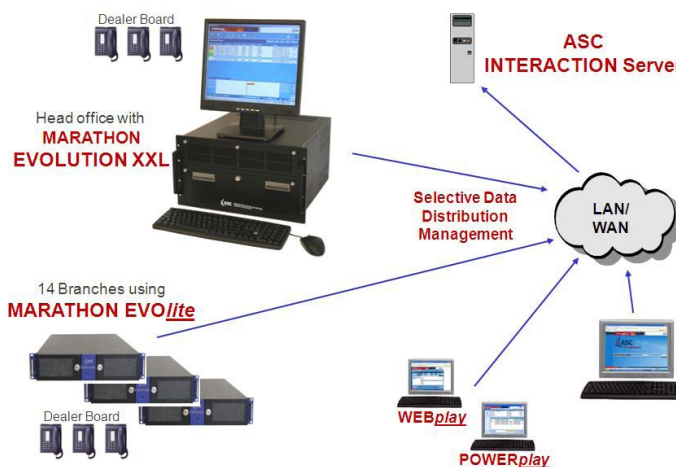
The Solution: ASC's MARATHON Recording System

Trimegah chose ASC's MARATHON EVO*lite* for each of its 14 branch offices and MARATHON EVOLUTION XXL for its headquarters. The entire system ran on just one central IAS server and the full gamut of operations, including search-and-replay and archiving, could be handled from company headquarters in Jakarta.

The system offered sophisticated features but was easy to deploy, configure and operate. Mirrored and hot-swap hard disks provided optimal data security, and files transmitted over the company's WAN were compressed to save on bandwidth.

The MARATHON EVO*lite* units at the branch offices record all customer interactions from four up to 60 channels simultaneously and provide

online storage of up to 175,000 recording hours. MARATHON EVOLUTION XXL handles hundreds of channels with an even higher volume of online storage, up to 280,000 hours. It provides a redundant hot-swap power supply as a standard.



stock and bond offerings. It has also secured a strong position in the retail sector of the Indonesian equities market through its policy of making incisive investment research available to its individual and institutional clients.

"We chose ASC because, with over 45 years of communications experience, we knew we could rely on their expertise and technical support."

Representative of Trimegah Securities



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The Benefits:

Trimegah realized concrete improvements in its communications recording after installation of ASC's solution. The system easily handled Linux OS and compression algorithms, a major difficulty with the previous solution. In addition, it avoided Windows OS database hardening.

ASC's ability to handle compatibility issues with a wide variety of environments proved crucial for Trimegah. All ASC products undergo rigorous testing and certification requirements for both telephony partners and operating systems, and Trimegah noticed the difference immediately.

Trimegah Securities, said, "We chose ASC because, with over 45 years of communications experience, we knew we could rely on their expertise and technical support. We found the MARATHON recording solution ideal for our multi-site operations and its compatibility with Linux OS compared to our previous recording solution provided easy implementation with effective and reliable use."

Highlights: MARATHON Recording Solutions

- Multi-site or branch operations with one server
- Centralized administration and control
- Compression of file transmission to save bandwidth

- Tight compatibility with Linux operating system
- Mirrored and hot-swap hard disks for data security
- Redundant power supply for fail-safe operation
- Suitable for special needs of financial institutions
- Easy deployment, configuration and operation

ASC Distributor: Global Solusi Teknologi

The MARATHON recording solution was installed through ASC's distributor, PT Global Solusi Teknologi, an information and communications technology firm based in Jakarta, Indonesia. It provides call center solutions, remote monitoring software, help desk management and tools, and e-learning systems.

ASC telecom AG

ASC is continuously improving the functionality, usability and interoperability of its solutions. Every year, about one-fifth of revenues are re-invested in research and development. The company, founded in 1964, with headquarters in Hoesbach, Germany, provides a global partner and service network. With subsidiaries in Great Britain, France, Switzerland, the United States, Japan and Singapore as well as certified distribution partners, ASC is represented in more than 60 countries worldwide. Global strategic partnerships with industry leading telecommunications vendors assure interoperability of ASC's solutions in virtually every IT infrastructure.

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Representative of Trimegah Securities



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